

North America and Europe Contact Center Market by Manufacturers, Regions, Type and Application, Forecast to 2023

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Abstracts

A contact center (also referred to as a customer interaction center or e-contact center) is a central point in an enterprise from which all customer contacts are managed. The contact center typically includes one or more online call centers but may include other types of customer contact as well, including e-mail newsletters, postal mail catalogs, Web site inquiries and chats, and the collection of information from customers during in-store purchasing. A contact center is generally part of an enterprise's overall customer relationship management (CRM).

Scope of the Report:

This report focuses on the Contact Center in North America and Europe market, especially in United States, United Kingdom, Canada, Germany, France, Italy and Spain. This report categorizes the market based on manufacturers, countries/Regions, type and application.

Market Segment by Manufacturers, this report covers

Teleperformance

Convergys (Stream)

Sykes Enterprises Inc.

Transcom

Atento

Arvato

West Corporation

Acticall (Sitel)

TeleTech Holdings Inc.

Comdata Group

Serco

Concentrix

Market Segment by Countries, covering

United States

United Kingdom

Canada

Germany

France

Italy

Spain

Market Segment by Type, covers

Market Segment by Applications, can be divided into

Telecommunication

Banking, Financial Services and Insurance (BFSI)

Government and Public Sector

Healthcare and Life Sciences

Retail and Consumer Goods

Others

There are 19 Chapters to deeply display the North America and Europe Contact Center market.

Chapter 1, to describe Contact Center Introduction, product type and application, market overview, market analysis by countries, market opportunities, market risk, market driving force;

Chapter 2, to analyze the manufacturers of Contact Center, with profile, main business, news, sales, price, revenue and market share in 2016 and 2017;

Chapter 3, to display the competitive situation among the top manufacturers, with sales, revenue and market share in 2016 and 2017;

Chapter 4, to show the North America and Europe market by countries, covering United States, United Kingdom, Canada, France, Germany, Italy and Spain, with sales, price, revenue and market share of Contact Center, for each country, from 2013 to 2018;

Chapter 5 and 6, to show the market by type and application, with sales, price, revenue, market share and growth rate by type, application, from 2013 to 2018;

Chapter 7, 8, 9, 10, 11, 12 and 13 to analyze the key countries by manufacturers, Type and Application, covering 7 countries, with sales, revenue and market share by manufacturers, types and applications;

Chapter 14, Contact Center market forecast, by countries, type and application, with sales, price, revenue and growth rate forecast, from 2018 to 2023;

Chapter 15, to analyze the manufacturing cost, key raw materials and manufacturing process,

etc.

Chapter 16, to analyze the industrial chain, sourcing strategy and downstream end users (buyers);

Chapter 17, to describe sales channel, distributors, traders, dealers, etc.

Chapter 18 and 19, to describe the research findings and conclusion, appendix, methodology and data source.

Contents

1 MARKET OVERVIEW

- 1.1 Contact Center Introduction
- 1.2 Market Analysis by Type
- 1.3 Market Analysis by Applications
 - 1.3.1 Telecommunication
 - 1.3.2 Banking, Financial Services and Insurance (BFSI)
 - 1.3.3 Government and Public Sector
 - 1.3.4 Healthcare and Life Sciences
 - 1.3.5 Retail and Consumer Goods
 - 1.3.6 Others
- 1.4 Market Analysis by Countries
 - 1.4.1 United States Status and Prospect (2013-2023)
 - 1.4.2 Canada Status and Prospect (2013-2023)
 - 1.4.3 United Kingdom Status and Prospect (2013-2023)
 - 1.4.4 Germany Status and Prospect (2013-2023)
 - 1.4.5 France Status and Prospect (2013-2023)
 - 1.4.6 Italy Status and Prospect (2013-2023)
 - 1.4.7 Spain Status and Prospect (2013-2023)
- 1.5 Market Dynamics
 - 1.5.1 Market Opportunities
 - 1.5.2 Market Risk
 - 1.5.3 Market Driving Force

2 MANUFACTURERS PROFILES

- 2.1 Teleperformance
 - 2.1.1 Business Overview
 - 2.1.2 Contact Center Type and Applications
 - 2.1.2.1 Type
 - 2.1.2.2 Type
 - 2.1.3 Teleperformance Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)
- 2.2 Convergys (Stream)
 - 2.2.1 Business Overview
 - 2.2.2 Contact Center Type and Applications
 - 2.2.2.1 Type

2.2.2.2 Type

2.2.3 Convergys (Stream) Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

2.3 Sykes Enterprises Inc.

2.3.1 Business Overview

2.3.2 Contact Center Type and Applications

2.3.2.1 Type

2.3.2.2 Type

2.3.3 Sykes Enterprises Inc. Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

2.4 Transcom

2.4.1 Business Overview

2.4.2 Contact Center Type and Applications

2.4.2.1 Type

2.4.2.2 Type

2.4.3 Transcom Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

2.5 Atento

2.5.1 Business Overview

2.5.2 Contact Center Type and Applications

2.5.2.1 Type

2.5.2.2 Type

2.5.3 Atento Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

2.6 Arvato

2.6.1 Business Overview

2.6.2 Contact Center Type and Applications

2.6.2.1 Type

2.6.2.2 Type

2.6.3 Arvato Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

2.7 West Corporation

2.7.1 Business Overview

2.7.2 Contact Center Type and Applications

2.7.2.1 Type

2.7.2.2 Type

2.7.3 West Corporation Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

2.8 Acticall (Sitel)

- 2.8.1 Business Overview
- 2.8.2 Contact Center Type and Applications
 - 2.8.2.1 Type
 - 2.8.2.2 Type
- 2.8.3 Acticall (Sitel) Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)
- 2.9 TeleTech Holdings Inc.
 - 2.9.1 Business Overview
 - 2.9.2 Contact Center Type and Applications
 - 2.9.2.1 Type
 - 2.9.2.2 Type
 - 2.9.3 TeleTech Holdings Inc. Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)
- 2.10 Comdata Group
 - 2.10.1 Business Overview
 - 2.10.2 Contact Center Type and Applications
 - 2.10.2.1 Type
 - 2.10.2.2 Type
 - 2.10.3 Comdata Group Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)
- 2.11 Serco
 - 2.11.1 Business Overview
 - 2.11.2 Contact Center Type and Applications
 - 2.11.2.1 Type
 - 2.11.2.2 Type
 - 2.11.3 Serco Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)
- 2.12 Concentrix
 - 2.12.1 Business Overview
 - 2.12.2 Contact Center Type and Applications
 - 2.12.2.1 Type
 - 2.12.2.2 Type
 - 2.12.3 Concentrix Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

3 NORTH AMERICA AND EUROPE CONTACT CENTER MARKET COMPETITION, BY MANUFACTURER

3.1 North America and Europe Contact Center Sales and Market Share by

North America and Europe Contact Center Market by Manufacturers, Regions, Type and Application, Forecast to 20...

Manufacturer (2016-2017)

3.2 North America and Europe Contact Center Revenue and Market Share by Manufacturer (2016-2017)

3.2.1 North America and Europe Contact Center Revenue by Manufacturer (2016-2017)

3.2.2 North America and Europe Contact Center Revenue Market Share by Manufacturer (2016-2017)

3.3 North America and Europe Contact Center Price by Manufacturers (2016-2017)

3.4 Market Concentration Rate

3.4.1 Top 3 Contact Center Manufacturer Market Share (2016-2017)

3.4.2 Top 5 Contact Center Manufacturer Market Share (2016-2017)

3.5 Market Competition Trend

4 NORTH AMERICA AND EUROPE CONTACT CENTER MARKET ANALYSIS BY COUNTRIES/REGIONS

4.1 North America and Europe Contact Center Sales Market Share by Countries/Regions

4.2 North America and Europe Contact Center Sales by Countries/Regions (2013-2018)

4.2.1 North America and Europe Contact Center Sales by Countries/Regions (2013-2018)

4.2.2 North America and Europe Contact Center Sales Market Share by Countries (2013-2018)

4.3 North America and Europe Contact Center Revenue (Value) by Countries (2013-2018)

4.3.1 North America and Europe Contact Center Revenue and Growth Rate (2013-2018)

4.3.2 North America and Europe Contact Center Revenue Market Share by Countries (2013-2018)

5 NORTH AMERICA AND EUROPE MARKET SEGMENTATION CONTACT CENTER BY TYPE

5.1 North America and Europe Contact Center Sales, Revenue and Market Share by Type (2013-2018)

5.1.1 North America and Europe Contact Center Sales and Market Share by Type (2013-2018)

5.1.2 North America and Europe Contact Center Revenue and Market Share by Type (2013-2018)

6 NORTH AMERICA AND EUROPE MARKET SEGMENTATION CONTACT CENTER BY APPLICATION

- 6.1 North America and Europe Contact Center Sales Market Share by Application (2013-2018)
- 6.2 Telecommunication Sales Growth (2013-2018)
- 6.3 Banking, Financial Services and Insurance (BFSI) Sales Growth (2013-2018)
- 6.4 Government and Public Sector Sales Growth (2013-2018)
- 6.5 Healthcare and Life Sciences Sales Growth (2013-2018)
- 6.6 Retail and Consumer Goods Sales Growth (2013-2018)
- 6.7 Others Sales Growth (2013-2018)

7 UNITED STATES CONTACT CENTER SALES, REVENUE, BY TYPE, APPLICATION AND MANUFACTURERS

- 7.1 United States Contact Center Revenue, Sales and Growth Rate (2013-2018)
- 7.2 United States Contact Center Sales and Market Share by Type (2013-2018)
 - 7.2.1 United States Contact Center Sales by Type (2013-2018)
 - 7.2.2 United States Contact Center Sales Market Share by Type (2013-2018)
- 7.3 United States Contact Center Sales and Market Share by Application (2013-2018)
 - 7.3.1 United States Contact Center Sales by Application (2013-2018)
 - 7.3.2 United States Contact Center Sales Market Share by Application (2013-2018)
- 7.4 United States Contact Center Sales, Revenue and Market Share by Manufacturer (2016-2017)
 - 7.4.1 United States Contact Center Sales and Market Share by Manufacturer (2016-2017)
 - 7.4.2 United States Contact Center Revenue and Market Share by Manufacturer (2016-2017)
- 7.5 United States Contact Center Export and Import (2013-2018)

8 UNITED KINGDOM CONTACT CENTER SALES, REVENUE, BY TYPE, APPLICATION AND MANUFACTURERS

- 8.1 United Kingdom Contact Center Revenue, Sales and Growth Rate (2013-2018)
- 8.2 United Kingdom Contact Center Sales and Market Share by Type (2016-2017)
 - 8.2.1 United Kingdom Contact Center Sales by Type (2013-2018)
 - 8.2.2 United Kingdom Contact Center Sales Market Share by Type (2013-2018)
- 8.3 United Kingdom Contact Center Sales and Market Share by Application

(2013-2018)

8.3.1 United Kingdom Contact Center Sales by Application (2013-2018)

8.3.2 United Kingdom Contact Center Sales Market Share by Application (2013-2018)

8.4 United Kingdom Contact Center Sales, Revenue and Market Share by Manufacturer (2016-2017)

8.4.1 United Kingdom Contact Center Sales and Market Share by Manufacturer (2016-2017)

8.4.2 United Kingdom Contact Center Revenue and Market Share by Manufacturer (2016-2017)

8.5 United Kingdom Contact Center Export and Import (2013-2018)

9 CANADA CONTACT CENTER SALES, REVENUE, BY TYPE, APPLICATION AND MANUFACTURERS

9.1 Canada Contact Center Revenue, Sales and Growth Rate (2013-2018)

9.2 Canada Contact Center Sales and Market Share by Type (2013-2018)

9.2.1 Canada Contact Center Sales by Type (2013-2018)

9.2.2 Canada Contact Center Sales Market Share by Type (2013-2018)

9.3 Canada "&Sheet1!\$B\$1&" Sales and Market Share by Application (2013-2018)"

9.3.1 Canada Contact Center Sales by Application (2013-2018)

9.3.2 Canada Contact Center Sales Market Share by Application (2013-2018)

9.4 Canada Contact Center Sales, Revenue and Market Share by Manufacturer (2016-2017)

9.4.1 Canada Contact Center Sales and Market Share by Manufacturer (2016-2017)

9.4.2 Canada Contact Center Revenue and Market Share by Manufacturer (2016-2017)

9.5 Canada Contact Center Export and Import (2013-2018)

10 GERMANY CONTACT CENTER SALES, REVENUE, BY TYPE, APPLICATION AND MANUFACTURERS

10.1 Germany Contact Center Revenue, Sales and Growth Rate (2013-2018)

10.2 Germany Contact Center Sales and Market Share by Type (2013-2018)

10.2.1 Germany Contact Center Sales by Type (2013-2018)

10.2.2 Germany Contact Center Sales Market Share by Type (2013-2018)

10.3 Germany Contact Center Sales and Market Share by Application (2013-2018)

10.3.1 Germany Contact Center Sales by Application (2013-2018)

10.3.2 Germany Contact Center Sales Market Share by Application (2013-2018)

10.4 Germany Contact Center Sales, Revenue and Market Share by Manufacturer

(2016-2017)

10.4.1 Germany Contact Center Sales and Market Share by Manufacturer (2016-2017)

10.4.2 Germany Contact Center Revenue and Market Share by Manufacturer

(2016-2017)

10.5 Germany Contact Center Export and Import (2013-2018)

11 FRANCE CONTACT CENTER SALES, REVENUE, BY TYPE, APPLICATION AND MANUFACTURERS

11.1 France Contact Center Revenue, Sales and Growth Rate (2013-2018)

11.2 France Contact Center Sales and Market Share by Type (2013-2018)

11.2.1 France Contact Center Sales by Type (2013-2018)

11.2.2 France Contact Center Sales Market Share by Type (2013-2018)

11.3 France "&Sheet1!\$B\$1&" Sales by Application (2013-2018)"

11.3.1 France Contact Center Sales by Application (2013-2018)

11.3.2 France Contact Center Sales Market Share by Application (2013-2018)

11.4 France Contact Center Sales, Revenue and Market Share by Manufacturer (2016-2017)

11.4.1 France Contact Center Sales and Market Share by Manufacturer (2016-2017)

11.4.2 France Contact Center Revenue and Market Share by Manufacturer

11.5 France Contact Center Export and Import (2013-2018)

12 ITALY CONTACT CENTER SALES, REVENUE, BY TYPE, APPLICATION AND MANUFACTURERS

12.1 Italy Contact Center Revenue, Sales and Growth Rate (2013-2018)

12.2 Italy Contact Center Sales and Market Share by Type (2013-2018)

12.2.1 Italy Contact Center Sales by Type (2013-2018)

12.2.2 Italy Contact Center Sales Market Share by Type (2013-2018)

12.3 Italy Contact Center Sales and Market Share by Application (2013-2018)

12.3.1 Italy Contact Center Sales by Application (2013-2018)

12.3.2 Italy Contact Center Sales Market Share by Application (2013-2018)

12.4 Italy Contact Center Sales, Revenue and Market Share by Manufacturer (2016-2017)

12.4.1 Italy Contact Center Sales and Market Share by Manufacturer (2016-2017)

12.4.2 Italy Contact Center Revenue and Market Share by Manufacturer (2016-2017)

12.5 Italy Contact Center Export and Import (2013-2018)

13 SPAIN CONTACT CENTER SALES, REVENUE, BY TYPE, APPLICATION AND

MANUFACTURERS

- 13.1 Spain Contact Center Revenue, Sales and Growth Rate (2013-2018)
- 13.2 Spain Contact Center Sales and Market Share by Type (2013-2018)
 - 13.2.1 Spain Contact Center Sales by Type (2013-2018)
 - 13.2.2 Spain Contact Center Sales Market Share by Type (2013-2018)
- 13.3 Spain Contact Center Sales by Application (2013-2018)
 - 13.3.1 Spain Contact Center Sales by Application (2013-2018)
 - 13.3.2 Spain Contact Center Sales Market Share by Application (2013-2018)
- 13.4 Spain Contact Center Sales, Revenue and Market Share by Manufacturer (2016-2017)
 - 13.4.1 Spain Contact Center Sales and Market Share by Manufacturer (2016-2017)
 - 13.4.2 Spain Contact Center Revenue and Market Share by Manufacturer (2016-2017)
- 13.5 Spain Contact Center Export and Import (2013-2018)

14 CONTACT CENTER MARKET FORECAST (2018-2023)

- 14.1 North America and Europe Contact Center Sales, Revenue and Growth Rate (2018-2023)
- 14.2 Contact Center Market Forecast by Countries/Regions (2018-2023)
 - 14.2.1 United States Contact Center Sales and Growth Rate Forecast (2018-2023)
 - 14.2.2 United Kingdom Contact Center Sales and Growth Rate Forecast (2018-2023)
 - 14.2.3 Canada Contact Center Sales and Growth Rate Forecast (2018-2023)
 - 14.2.4 Germany Contact Center Sales and Growth Rate Forecast (2018-2023)
 - 14.2.5 France Contact Center Sales and Growth Rate Forecast (2018-2023)
 - 14.2.6 Italy Contact Center Sales and Growth Rate Forecast (2018-2023)
 - 14.2.7 Spain Contact Center Sales and Growth Rate Forecast (2018-2023)
- 14.3 Contact Center Market Forecast by Type (2018-2023)
 - 14.3.1 North America and Europe Contact Center Sales Forecast by Type (2018-2023)
 - 14.3.2 North America and Europe Contact Center Market Share Forecast by Type (2018-2023)
- 14.4 Contact Center Market Forecast by Application (2018-2023)
 - 14.4.1 North America and Europe Contact Center Sales Forecast by Application (2018-2023)
 - 14.4.2 North America and Europe Contact Center Market Share Forecast by Application (2018-2023)

15 CONTACT CENTER MANUFACTURING COST ANALYSIS

15.1 Contact Center Key Raw Materials Analysis

15.1.1 Key Raw Materials

15.1.2 Price Trend of Key Raw Materials

15.1.3 Key Suppliers of Raw Materials

15.1.4 Market Concentration Rate of Raw Materials

15.2 Proportion of Manufacturing Cost Structure

15.2.1 Raw Materials

15.2.2 Labor Cost

15.2.3 Manufacturing Expenses

15.3 Manufacturing Process Analysis of Contact Center

16 INDUSTRIAL CHAIN, SOURCING STRATEGY AND DOWNSTREAM BUYERS

16.1 Contact Center Industrial Chain Analysis

16.2 Upstream Raw Materials Sourcing

16.3 Raw Materials Sources of Contact Center Major Manufacturers in 2017

16.4 Downstream Buyers

17 SALES CHANNEL, DISTRIBUTORS, TRADERS AND DEALERS

17.1 Sales Channel

17.1.1 Direct Marketing

17.1.2 Indirect Marketing

17.1.3 Marketing Channel Future Trend

17.2 Distributors, Traders and Dealers

18 RESEARCH FINDINGS AND CONCLUSION

19 APPENDIX

19.1 Methodology

19.2 Data Source

List Of Tables

LIST OF TABLES AND FIGURES

Figure Contact Center Picture

Table Product Specifications of Contact Center

Figure North America and Europe Sales Market Share of Contact Center by Types in 2017

Table Types of Contact Center

Figure North America and Europe Contact Center Sales Market Share by Applications in 2017

Table Applications of Contact Center

Figure Telecommunication Picture

Figure Banking, Financial Services and Insurance (BFSI) Picture

Figure Government and Public Sector Picture

Figure Healthcare and Life Sciences Picture

Figure Retail and Consumer Goods Picture

Figure Others Picture

Figure United States Contact Center Revenue (Million USD) and Growth Rate (2013-2023)

Figure Canada Contact Center Revenue (Million USD) and Growth Rate (2013-2023)

Figure United Kingdom Contact Center Revenue (Million USD) and Growth Rate (2013-2023)

Figure Germany Contact Center Revenue (Million USD) and Growth Rate (2013-2023)

Figure France Contact Center Revenue (Million USD) and Growth Rate (2013-2023)

Figure Italy Contact Center Revenue (Million USD) and Growth Rate (2013-2023)

Figure Spain Contact Center Revenue (Million USD) and Growth Rate (2013-2023)

Table Teleperformance Basic Information, Manufacturing Base and Competitors

Table Teleperformance Contact Center Type and Applications

Table Teleperformance Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Convergys (Stream) Basic Information, Manufacturing Base and Competitors

Table Convergys (Stream) Contact Center Type and Applications

Table Convergys (Stream) Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Sykes Enterprises Inc. Basic Information, Manufacturing Base and Competitors

Table Sykes Enterprises Inc. Contact Center Type and Applications

Table Sykes Enterprises Inc. Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Transcom Basic Information, Manufacturing Base and Competitors

Table Transcom Contact Center Type and Applications

Table Transcom Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Atento Basic Information, Manufacturing Base and Competitors

Table Atento Contact Center Type and Applications

Table Atento Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Arvato Basic Information, Manufacturing Base and Competitors

Table Arvato Contact Center Type and Applications

Table Arvato Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table West Corporation Basic Information, Manufacturing Base and Competitors

Table West Corporation Contact Center Type and Applications

Table West Corporation Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Acticall (Sitel) Basic Information, Manufacturing Base and Competitors

Table Acticall (Sitel) Contact Center Type and Applications

Table Acticall (Sitel) Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table TeleTech Holdings Inc. Basic Information, Manufacturing Base and Competitors

Table TeleTech Holdings Inc. Contact Center Type and Applications

Table TeleTech Holdings Inc. Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Comdata Group Basic Information, Manufacturing Base and Competitors

Table Comdata Group Contact Center Type and Applications

Table Comdata Group Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Serco Basic Information, Manufacturing Base and Competitors

Table Serco Contact Center Type and Applications

Table Serco Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table Concentrix Basic Information, Manufacturing Base and Competitors

Table Concentrix Contact Center Type and Applications

Table Concentrix Contact Center Sales, Price, Revenue, Gross Margin and Market Share (2016-2017)

Table North America and Europe Contact Center Sales by Manufacturer (2016-2017)

Figure North America and Europe Contact Center Sales Market Share by Manufacturer in 2016

Figure North America and Europe Contact Center Sales Market Share by Manufacturer in 2017

Table North America and Europe Contact Center Revenue by Manufacturer (2016-2017)

Table North America and Europe Contact Center Revenue Market Share by Manufacturer (2016-2017)

Figure North America and Europe Contact Center Revenue Market Share by Manufacturer in 2016

Figure North America and Europe Contact Center Revenue Market Share by Manufacturer in 2017

Table North America and Europe Contact Center Price by Manufacturers (2016-2017)

Figure Top 3 Contact Center Manufacturer Market Share in 2016

Figure Top 3 Contact Center Manufacturer Market Share in 2017

Figure Top 5 Contact Center Manufacturer Market Share in 2016

Figure Top 5 Contact Center Manufacturer Market Share in 2017

Figure North America and Europe Contact Center Sales and Growth (2013-2018)

Table North America and Europe Contact Center Sales by Countries/Regions (2013-2018)

Table North America and Europe Contact Center Sales Market Share by Countries (2013-2018)

Figure North America and Europe Contact Center Sales Market Share by Countries in 2013

Figure North America and Europe Contact Center Sales Market Share by Countries in 2017

Figure North America and Europe Contact Center Revenue and Growth Rate (2013-2018)

Table North America and Europe Contact Center Revenue by Countries (2013-2018)

Table North America and Europe Contact Center Revenue Market Share by Countries (2013-2018)

Figure North America and Europe Contact Center Revenue Market Share by Countries in 2013

Figure North America and Europe Contact Center Revenue Market Share by Countries in 2017

Table North America and Europe Contact Center Sales by Type (2013-2018)

Table North America and Europe Contact Center Sales Share by Type (2013-2018)

Table North America and Europe Contact Center Revenue by Type (2013-2018)

Table North America and Europe Contact Center Revenue Share by Type (2013-2018)

Table North America and Europe Contact Center Sales by Application (2013-2018)

Table North America and Europe Contact Center Sales Share by Application

(2013-2018)

Figure North America and Europe Telecommunication Sales Growth (2013-2018)

Figure North America and Europe Banking, Financial Services and Insurance (BFSI) Sales Growth (2013-2018)

Figure North America and Europe Government and Public Sector Sales Growth (2013-2018)

Figure North America and Europe Healthcare and Life Sciences Sales Growth (2013-2018)

Figure North America and Europe Retail and Consumer Goods Sales Growth (2013-2018)

Figure North America and Europe Others Sales Growth (2013-2018)

Figure United States Contact Center Revenue and Growth Rate (2013-2018)

Figure United States Contact Center Sales and Growth Rate (2013-2018)

Table United States Contact Center Sales by Type (2013-2018)

Table United States Contact Center Sales Market Share by Type (2013-2018)

Table United States Contact Center Sales by Application (2013-2018)

Table United States Contact Center Sales Market Share by Application (2013-2018)

Table United States Contact Center Sales by Manufacturer (2016-2017)

Figure United States Contact Center Sales Market Share by Manufacturer in 2016

Figure United States Contact Center Sales Market Share by Manufacturer in 2017

Table United States Contact Center Revenue by Manufacturer (2016-2017)

Figure United States Contact Center Revenue Market Share by Manufacturer in 2016

Figure United States Contact Center Revenue Market Share by Manufacturer in 2017

Table United States Contact Center Export and Import (2013-2018)

Figure United Kingdom Contact Center Revenue and Growth Rate (2013-2018)

Figure United Kingdom Contact Center Sales and Growth Rate (2013-2018)

Table United Kingdom Contact Center Sales by Type (2013-2018)

Table United Kingdom Contact Center Sales Market Share by Type (2013-2018)

Table United Kingdom Contact Center Sales by Application (2013-2018)

Table United Kingdom Contact Center Sales Market Share by Application (2013-2018)

Table United Kingdom Contact Center Sales by Manufacturer (2016-2017)

Figure United Kingdom Contact Center Sales Market Share by Manufacturer in 2016

Figure United Kingdom Contact Center Sales Market Share by Manufacturer in 2017

Table United Kingdom Contact Center Revenue by Manufacturer (2016-2017)

Figure United Kingdom Contact Center Revenue Market Share by Manufacturer in 2016

Figure United Kingdom Contact Center Revenue Market Share by Manufacturer in 2017

Table United Kingdom Contact Center Export and Import (2013-2018)

Figure Canada Contact Center Revenue and Growth Rate (2013-2018)

Figure Canada Contact Center Sales and Growth Rate (2013-2018)

Table Canada Contact Center Sales by Type (2013-2018)
Table Canada Contact Center Sales Market Share by Type (2013-2018)
Table Canada Contact Center Sales by Application (2013-2018)
Table Canada Contact Center Sales Market Share by Application (2013-2018)
Table Canada Contact Center Sales by Manufacturer (2016-2017)
Figure Canada Contact Center Sales Market Share by Manufacturer in 2016
Figure Canada Contact Center Sales Market Share by Manufacturer in 2017
Table Canada Contact Center Revenue by Manufacturer (2016-2017)
Figure Canada Contact Center Revenue Market Share by Manufacturer in 2016
Figure Canada Contact Center Revenue Market Share by Manufacturer in 2017
Table Canada Contact Center Export and Import (2013-2018)
Figure Germany Contact Center Revenue and Growth Rate (2013-2018)
Figure Germany Contact Center Sales and Growth Rate (2013-2018)
Table Germany Contact Center Sales by Type (2013-2018)
Table Germany Contact Center Sales Market Share by Type (2013-2018)
Table Germany Contact Center Sales by Application (2013-2018)
Table Germany Contact Center Sales Market Share by Application (2013-2018)
Table Germany Contact Center Sales by Manufacturer (2016-2017)
Figure Germany Contact Center Sales Market Share by Manufacturer in 2016
Figure Germany Contact Center Sales Market Share by Manufacturer in 2017
Table Germany Contact Center Revenue by Manufacturer (2016-2017)
Figure Germany Contact Center Revenue Market Share by Manufacturer in 2016
Figure Germany Contact Center Revenue Market Share by Manufacturer in 2017
Table Germany Contact Center Export and Import (2013-2018)
Figure France Contact Center Revenue and Growth Rate (2013-2018)
Figure France Contact Center Sales and Growth Rate (2013-2018)
Table France Contact Center Sales by Type (2013-2018)
Table France Contact Center Sales Market Share by Type (2013-2018)
Table France Contact Center Sales by Application (2013-2018)
Table France Contact Center Sales Market Share by Application (2013-2018)
Table France Contact Center Sales by Manufacturer (2016-2017)
Figure France Contact Center Sales Market Share by Manufacturer in 2016
Figure France Contact Center Sales Market Share by Manufacturer in 2017
Table France Contact Center Revenue by Manufacturer (2016-2017)
Figure France Contact Center Revenue Market Share by Manufacturer in 2016
Figure France Contact Center Revenue Market Share by Manufacturer in 2017
Table France Contact Center Export and Import (2013-2018)
Figure Italy Contact Center Revenue and Growth Rate (2013-2018)
Figure Italy Contact Center Sales and Growth Rate (2013-2018)

Table Italy Contact Center Sales by Type (2013-2018)
Table Italy Contact Center Sales Market Share by Type (2013-2018)
Table Italy Contact Center Sales by Application (2013-2018)
Table Italy Contact Center Sales Market Share by Application (2013-2018)
Table Italy Contact Center Sales by Manufacturer (2016-2017)
Figure Italy Contact Center Sales Market Share by Manufacturer in 2016
Figure Italy Contact Center Sales Market Share by Manufacturer in 2017
Table Italy Contact Center Revenue by Manufacturer (2016-2017)
Figure Italy Contact Center Revenue Market Share by Manufacturer in 2016
Figure Italy Contact Center Revenue Market Share by Manufacturer in 2017
Table Italy Contact Center Export and Import (2013-2018)
Figure Spain Contact Center Revenue and Growth Rate (2013-2018)
Figure Spain Contact Center Sales and Growth Rate (2013-2018)
Table Spain Contact Center Sales by Type (2013-2018)
Table Spain Contact Center Sales Market Share by Type (2013-2018)
Table Spain Contact Center Sales by Application (2013-2018)
Table Spain Contact Center Sales Market Share by Application (2013-2018)
Table Spain Contact Center Sales by Manufacturer (2016-2017)
Figure Spain Contact Center Sales Market Share by Manufacturer in 2016
Figure Spain Contact Center Sales Market Share by Manufacturer in 2017
Table Spain Contact Center Revenue by Manufacturer (2016-2017)
Figure Spain Contact Center Revenue Market Share by Manufacturer in 2016
Figure Spain Contact Center Revenue Market Share by Manufacturer in 2017
Table Spain Contact Center Export and Import (2013-2018)
Figure North America and Europe Contact Center Sales, Revenue and Growth Rate (2018-2023)
Table North America and Europe Contact Center Sales Forecast by Countries/Regions (2018-2023)
Table North America and Europe Contact Center Market Share Forecast by Countries/Regions (2018-2023)
Figure United States Contact Center Sales and Growth Rate Forecast (2018-2023)
Figure United Kingdom Contact Center Sales and Growth Rate Forecast (2018-2023)
Figure Canada Contact Center Sales and Growth Rate Forecast (2018-2023)
Figure Germany Contact Center Sales and Growth Rate Forecast (2018-2023)
Figure France Contact Center Sales and Growth Rate Forecast (2018-2023)
Figure Italy Contact Center Sales and Growth Rate Forecast (2018-2023)
Figure Spain Contact Center Sales and Growth Rate Forecast (2018-2023)
Table North America and Europe Contact Center Sales Forecast by Type (2018-2023)
Table North America and Europe Contact Center Market Share Forecast by Type

(2018-2023)

Table North America and Europe Contact Center Sales Forecast by Application

(2018-2023)

Table North America and Europe Contact Center Market Share Forecast by Application

(2018-2023)

Table Sales Base and Market Concentration Rate of Raw Material

Figure Price Trend of Key Raw Materials

Table Key Suppliers of Raw Materials

Figure Manufacturing Cost Structure of Contact Center

Figure Manufacturing Process Analysis of Contact Center

Figure Contact Center Industrial Chain Analysis

Table Raw Materials Sources of Contact Center Major Manufacturers in 2017

Table Major Buyers of Contact Center

Table Distributors/Traders/ Dealers List

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